

Youth Guide to the Washington Mental Health System



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Youth Guide to the Mental Health System

Guide designed for youth 13 yrs-18+yrs

This guide was designed for youth by youth in partnership with caring adults to help youth navigate the mental health system, know their rights and access treatment.



•How do I know if I need Mental Health Treatment? •

Mental health challenges affect the way we think, how we feel and what we do. Symptoms are different in different people and are sometimes difficult to identify. Pay attention If you are:

Troubled by feeling:

- Really sad and hopeless without good reason
- Worthless or guilty a lot and the feelings don't go away
- Very angry most of the time
- Anxious or worrying all the time
- Afraid for no apparent reason
- Constantly concerned about physical problems or appearance
- Frightened that your mind is controlled or is out of your control

Experience big changes such as:

- Doing much worse in school
- Crying a lot and overreacting to things
- Losing interest in things you like to do like sports or reading
- Having unexplained changes in sleeping or eating
- Avoiding friends or family and wanting to be alone all the time
- Feeling life is too hard to handle or considering suicide or doing things that are life threatening
- Hearing voices that cannot be explained

Do these seem familiar to you?:

- Does your mind wander or can't sit still
- Thoughts that race; almost too fast to follow
- Worries about being harmed or hurting others
- Trouble getting through a loss or death of someone important

Do you behave in a way that causes problems such as:

- Eating large amounts of food then making yourself vomit or diet excessively
- Don't follow any rules and don't care about consequences
- Doing the same actions over and over or obsessing on a thought or idea

●What is Stigma? ●

"Stigma is when people make fun of me or don't understand why I have to go to a special class because I have a mental illness." Brandon, age 14

"Stigma is other people being stupid but they think I'm stupid and I'm not- I just learn differently." Cassey, age 16

"Stigma is ignorance passed on through violence, oppression and lack of opportunities provided people who are perceived as being different." Stephanie (adult)

Stigma is not just the use of the wrong word or action. Stigma is about disrespect. It is the use of negative labels to identify a person living with mental illness. Stigma is a barrier and discourages individuals and their families from getting the help they need due to the fear of being discriminated against. An estimated 50 million Americans experience a mental disorder in any given year and only one-fourth of them actually receive mental health and other services.

Know me as a person not by my mental illness.



We are your friends, neighbors, and family.

We improve and recover.

We are major contributors to American life.

We deserve dignity and respect.



•What types of services are available to YOU? •



Crisis Services

Crisis services are available to everyone through the public system at no cost. If you are in a mental health crisis, call the crisis line for your region. Help is available 24 hours every day. Crisis line staff will help you or they will provide information on how to contact people that can. If there is a life threatening emergency, call **911**.



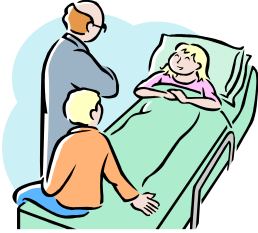
Public Mental Health Services

Do you have health insurance called Medicaid or medical coupons? If you don't know, your parent or caregiver can tell you. If you do, you may have medically necessary mental health benefits. You can only access public mental health services from licensed agencies authorized by Regional Support Networks. Regional Support Networks are here to help you. To find your RSN look on the back of this pamphlet, check what county you are in, and then you can find the phone numbers you need.



Outpatient Services

Outpatient services are services provided to you without being required to stay at the hospital or other treatment facility. If you receive public services, where you live will determine which mental health agency will provide services to you. Contact your local RSN listed on the back cover and request the name and phone number of the mental health agency serving your area. Call the mental health agency for an appointment. You will have to go through a screening and assessment process to determine whether you are eligible for services through the public system. If you don't feel comfortable doing this on your own, ask a trusted friend or adult to help you.



“Acute” Inpatient (a patient that is admitted to a hospital and requires at least one night stay) Services

“Acute” means an immediate, in the moment, right now need for help. Intense outpatient or inpatient services are provided in an emergency situation when you are disabled or are likely to do serious harm to yourself or others as a result of a mental illness. A Mental Health Professional must evaluate your condition to see if you need this kind of help. To get this service, call your local Regional Support Network, or if there is a life-threatening situation, call **911**. For more information, contact your local mental health crisis line.



Long-term Inpatient Services

Long-term inpatient care is very strict. Before deciding on this type of care, you and your therapist will try all your options. These options should be thought about by you and who you consider your family to be. Long-term Inpatient care is only for people with the most serious needs. Most people are not eligible for Long-term

Inpatient care. You have to meet state and federal guidelines for admission to a long-term inpatient facility. Contact your Regional Service Network for information to get information on whether or not this type of help is right for you.

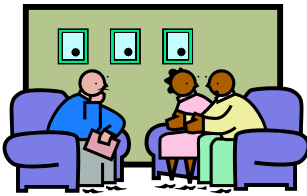


Private Mental Health Services

1. Private insurance means that you or your caregiver/parents have insurance that pays for mental health treatment.

2. Washington Basic Health Plan: Washington Basic Health Plan has some mental health benefits. Ask someone if this is what you have and check the plan to see if it will help you get mental health services. You can call the toll free number on your insurance card to ask questions.

3. Private insurance: You and your family can purchase services directly from a private therapist, psychiatrist, community mental health center, or an acute inpatient facility.
4. Military: Contact a Tri-West representative at 800-404-4506.
5. Sliding fee scale: If your coverage has reached its limit or you have no insurance, you may be able to obtain services on a sliding fee scale. For more information, call the Regional Support Network or a mental health agency directly.



•What about Outpatient Treatment?•

A lot of mental health services are provided in the community on an outpatient basis. Outpatient mental health treatment for youth is moving away from the traditional office visit and you can have more say in what you want your treatment to look like. Here are some of your options:

- **Therapy** is more effective in familiar settings or while involved with other fun time activities.
- **Service plans** should meet your needs across different areas such as family, living situation, educational/vocational, social/recreational, medical,
- legal, spiritual, and safety/crisis.
- **Services plans** should not only include services through the formal service system but also use resources within the community. You and others will develop a plan to best fit your needs.
- **Your Strengths** must be woven into the service plan.
- Although professionals can offer a great deal of assistance, they also recognize that the **support** of other youth who have faced similar circumstances is vital. They are increasingly referring youth to groups for support, information, and training.

Treatment could also include:

- Individual, family, or group therapy
- Prescribing and monitoring medications

- Education on the disorder, reducing stress, resources, problem-solving, and other subjects of interest to families
- Support groups and advocacy for families and youth
- Case management to help coordinate services
- Referral to organizations in your community

Treatment is only effective if it is tailored to meet your needs. You have a right to say what works for you and what doesn't. It can be scary getting help but know your rights.



●What about acute (emergency) inpatient hospitalization? ●

Sometimes you may be so ill that you need to go to the hospital immediately. This acute psychiatric hospitalization is to evaluate, diagnose and stabilize symptoms (get you to a place where you're safe and able to take care of yourself at that particular moment) and is short-term. Call your RSN crisis line to request an evaluation or call one of the places listed below. If a Mental Health Professional (MHP) determines that you cannot be treated safely in an outpatient setting, the MHP will assist you or your family in locating an appropriate treatment facility.

If you are thirteen or older, you have the right to make decisions concerning your treatment and to give consent for that treatment, however it's usually a good idea to listen to the advice of your family and other caring adults.

The primary specialty providers of acute inpatient care for youth are:

Facility	Telephone
Children's Hospital Regional Medical Center 4800 Sandpoint Way NE, Seattle, WA 98105	(206) 987-2760 (866) 987-2000
Fairfax Hospital 10200 NE 132nd Street, Kirkland, WA 98034	(425) 821-2000 (800) 435-7221
Lourdes Counseling Center 1175 Carondelet Drive, Richland, WA 99352	(509) 943-9104
Sacred Heart Medical Center 101 West Eighth Avenue Spokane, WA 99220	(509) 474-4818

•What are my RIGHTS? •

You have a right to confidentiality of all treatment records. Information can be released only to individuals and agencies as specified by you in writing through a signed release of Information (a release of information means that it is OK for people to share your information with other people as designated in the paperwork that you signed) except under the following conditions:

- By a court order
- If abuse and/or neglect is suspected
- In a mental health or medical emergency (danger to self/others)

Parents/Caregivers can sign a Release of Information for any child under thirteen years of age. If you are over the age of thirteen, you must sign the Release of Information.



Below is a complete list of your rights in the WA Healthcare System:

- To be treated with respect and dignity.
- To have your privacy protected.
- To help develop a plan of care with services to you're your needs.
- To participate in decisions regarding your mental health care.
- To receive services in a barrier-free location (accessible).
- To request information about names, location, phones, and languages for local agencies.
- The right to receive the amount and duration of services you need.
- To request information about the structure and operation of the RSN.
- The right to services within 2 hours for emergent care and 24 hours for urgent care.
- To be free from use of seclusion or restraints.

- To receive age and culturally appropriate services. To be provided a certified interpreter and translated material at no cost to you.
- To understand available treatment options and alternatives.
- To refuse any proposed treatment.
- To receive care that does not discriminate against you (E.g. age, race, type of illness)
- To be free of sexual exploitation or harassment
- To receive an explanation of all medications prescribed and possible side effects
- To make an advance directive, which states your choices and preferences for mental health care.
- To receive quality services that are medically necessary.
- To have a second opinion from a mental health professional.
- To file a grievance with your agency or RSN.
- To file a RSN appeal based on a RSN written Notice of Action.
- To choose a mental health care provider or choose one for your child who is under thirteen years of age.
- To change mental health care providers during the first 30 days, and sometimes more often.
- To file a request for an administrative (fair) hearing.
- To request and receive a copy of your medical records and ask for changes.
- Be free from retaliation.

You may want to ask your mental health care provider for more information about your rights. You have the right to request policies and procedures of the RSN and CMHAs as they pertain to your rights.

●Grievances●



What to do if you feel you aren't being respected?

The Regional Support Network (RSN) has a "grievance process" this is a way to help you solve problems you might have. Ombudsmen services are available to assist you with resolving differences and filing grievances at the agency and Regional Support Network (RSN) levels.

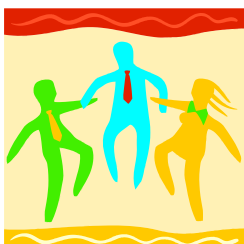
You can request an appeal at the Regional Support Network (RSN)/Prepaid Inpatient Health Plan (PIHP) concerning denial, reduction, termination or suspension of services by the RSN/PIHP. You also have the right to file for an administrative (fair) hearing with the Office of Administrative Hearings (OAH) for violations of state regulations. You can contact the OAH at 1-800-583-8271.

●What is the age of Mental Health consent? ●

In the State of Washington if you are thirteen you are at an age of mental health consent... What does that mean?

If you are over thirteen, you can access services from mental health agencies without your parent's permission. If you want your parents to be involved they will be asked to sign paper called a release of information, before they can look at your mental health records. For more information on the age of consent law go to <http://askgeorge.wa.gov> type in "laws" in the search box and then type in RCW 70.02 and RCW 71.34

•Other Services for Youth•



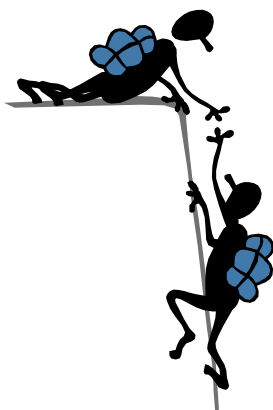
Youth 'N Action!

Youth 'N Action! (YNA) is a state-wide diverse youth advocacy group for young people ages 14-24 that have experience in the systems that serve children and youth in the state of Washington.

Youth 'N Action's! vision is a community and system of care where youth culture and youth voice is recognized and respected in public policy.

Youth 'N Action is a place where youth can come as they are, no matter who they are or where they're from. It's a place to network (make friends), make a difference in your community with your voice, learn, and have fun.

If you are interested in being involved with Youth 'N Action or just want to learn more about it call 1-866-898-6013.



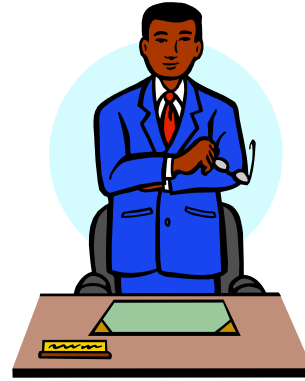
Teen Helpline (1-877-345-Teen)

Teenline volunteers are not counselors; they are teenagers just like you. They understand that we all have challenges and sometimes we just want to talk to somebody who understands and relates to us (not just our parents). The Teenline can offer you the opportunity to talk with someone about what is going on in your life, and offer you the names and phone numbers of places within your community where you can seek more help or information. With things such

as; Mental Health, pregnancy, drug and alcohol, homelessness (runaway and shelters), family problems, depression, even relationship problems.

Children's Administration 1-800-723-4831

Within the Children's Administration (CA), the Division of Children and Family Services (DCFS) is the provider of client services. Children and families enter DCFS through three primary programs, Child Protective Services (CPS), Child Welfare Services (CWS) and Family Reconciliation Services (FRS). DCFS is responsible for the investigation of child abuse and neglect complaints, child protection, family preservation, family reconciliation, foster care, group care, independent living, and adoption services for children age 0 to 18 years. Listed below are a few of the services. For more information about services, contact your local DCFS office listed in the blue pages of your phone directory.



Family Reconciliation Services (FRS)

Phase I (Intake and assessment) and Phase II (fifteen hours of in-home crisis counseling) focused on resolving family differences and preventing out of home placement.

Crisis Residential Centers (CRC)

A short-term placement (average 72 hrs.) with counseling services to resolve family differences and reunite the family.

Child Protective Services (CPS)

CPS seeks to assure the safety of children and youth.

Division of Developmental Disabilities (DDD) (360)725-3413

Any person with a developmental disability that starts before age 18 and is expected to continue indefinitely may be eligible for services. Developmental disabilities include mental retardation, developmental delay (age's birth to six), cerebral palsy, epilepsy, autism, and or other neurological conditions similar to mental retardation. Contact your local office for information.

Services that may be provided include:

- Case management which includes development of an individual service plan
- Family Support
- Employment and day programs
- Early intervention services

- Therapeutic and other professional services
- In-home nursing through the Medically Intensive Program
- Array of in-home and out-of home residential support services including voluntary foster care, group homes, supported living, Medicaid personal care and Residential Habilitation Centers (residential institutions).

Division of Alcohol & Substance Abuse 1-877-301-4557



The Division of Alcohol and Substance Abuse (DASA) contracts with local providers to address chemical abuse and dependency issues, which may be related to a mental health concern. Chemical dependency treatment can be in an inpatient or outpatient program dependent upon the needs of the child and family. Other services include:

- Vocational/employment programs
- Transitional housing
- Outreach
- Childcare
- Case management

Your family has the right to request an inpatient program for you without your consent. If you feel you are in need of treatment, call a treatment program directly for an assessment. State funding may be available for people who can't pay for it. Individual programs determine eligibility. Youth/families on medical coupons are eligible for DASA funded treatment. For information about treatment programs, contact the 24-Hour Alcohol/Drug Helpline at 800/562-1240.

Division of Vocational Rehabilitation 1-800-637-5627



You are eligible for services if you have a physical or mental issue that keeps you from working and you require vocational rehabilitation (help getting back to work or school) services to prepare for, obtain, or retain employment. Contact your local office for information.

Services that may be provided include:

- Medical evaluation to determine strengths and vocational limitations
- Vocational assessment
- Treatment for physical and mental disabilities that impede employment
- Job preparation, training and placement
- Job site analysis and rehabilitation technology

- Follow-up services
- Employment support
- Assistance with independent living
- Transition from school to work
- Counseling and guidance
- Support services

Office of the Superintendent of Public Instruction

(360) 725-6000



The Office of the Superintendent of Public Instruction (OSPI) gives available resources to local school districts which provide programs for students with disabilities.

Through local school districts, the public education system provides Special Education Services to students who meet the eligibility criteria of the federally authorized Individuals with Disabilities Education Act (I.D.E.A.). Services are provided according to each student's Individualized Education Plan (IEP) which is jointly developed by educational staff and parents. Local schools are also required to provide accommodations to students with disabilities under Section 504 to aid students in achieving success in learning.

The Readiness to Learn program is a link between education and social services. The goal of the Readiness to Learn program is to coordinate and/or provide community resources for children and families in order to remove barriers to learning that may limit their engagement in the public school system.

For further information contact your local school district.

•Recovery and Resiliency, What do I do for fun? •

Resiliency is defined in the dictionary as; A return to a normal condition, and an occurrence of rebounding or springing back. For mental health recovery it means: The process in which people are able to live, work, learn, and participate fully in their community. What it means to you? Going back to what makes you happy and staying that way. That can mean many things, school, video games, friends, family, pets, playing outside, reading a book, work, music, and even watching your favorite show.

For those who like to go to different places, here are some fun youth friendly places in different areas of Washington State for youth 13 and up.



Boys and Girls Club (State-wide)

Boys and girls club is a place owned by caring adults for youth to socialize, learn, and play. It's available in a community near you. To find your local boys and girls club visit <http://www.bgca.org/clubs/> and type in your zip code.



Wild Waves & Enchanted Village

Water park and theme ride park discounted tickets online
<http://www.wildwaves.com/>

**36201 Enchanted Parkway South
Federal Way, WA 98003
(253) 661-8000 (Seattle)
(253) 925-8000 (Tacoma)**



The Family Fun Center (Western, Washington)

The Family Fun Center and Bullwinkle's Restaurant, Seattle's premier entertainment complex. We've built a state of the art, 9 acre park you can race, splash, play, win, climb, spin, zap, putt, ride, celebrate and much more.

**14822 Tukwila International Blvd
Seattle, WA 98168 (206) 241-9108**



Lake Chelan (Eastern Washington)

Lake Chelan is all about FUN! Whether you like high adventure, leisure sports or playing around with your friends, there is something for everyone.

For information about Lake Chelan call their information Line @ 877-440-7933 or visit

http://www.cometothelake.com/things_to_do_index.html

•Web Resources•



Washington State Mental Health Division

<http://www1.dshs.wa.gov/mentalhealth/index.shtml>

Youth Mental Health Sites

<http://education.indiana.edu/cas/adol/mental.html>

Fenichel's Current Topics In Youth Psychology

Information Center for children and youth with mental illness

<http://www.fenichel.com/Current.shtml>

Youth Health

Relationships. Sexual **Health**. Drugs & Alcohol .and Mental Illness

<http://www.cyh.com/cyh/youth/index.stm>

National Center for Mental Health Promotion and Youth Violence

Websites National **Youth** Gang Center (<http://www.iir.com/nygc/> is funded by the Office of Juvenile Justice and Delinquency Prevention (OJJDP...

<http://www.promoteprevent.org/resources/briefs/gangs.html>

NASP Center

Bullying Behaviors Among US **Youth**: Prevalence and ... National **Mental Health** and Education Center for Children and Families (NASP)

http://www.nasponline.org/resources/factsheets/bullying_fs.aspx

•Regional Support Networks: •

Regional Support Network (RSN)	800 Number	Crisis Line
Chelan and Douglas	877-563-3678	800-852-2923
Clark County	800-410-1910	800-626-8137
Grays Harbor County	800-464-7277	800-685-6556
Greater Columbia <i>Asotin, Garfield</i> <i>Benton-Franklin</i> <i>Columbia,</i> <i>Kittitas</i> <i>Klickitat</i> <i>Skamania</i> <i>Walla Walla</i> <i>Whitman</i> <i>Yakima</i>	800-795-9296	888-475-5665 800-783-0544 866-382-1164 509-925-4168 800-572-8122 509-427-3850 509-522-4278 866-871-6385 800-572-8122
King County	800-790-8049	866-427-4747
North Central Washington <i>Adams (Call collect)</i> <i>Grant</i> <i>Okanagon</i> <i>Ferry</i> <i>Lincoln</i> <i>Pend Oreille,</i> <i>Stevens</i>	800-251-5350	509-488-5611 877-467-4303 509-826-6191 888-380-6823 800-767-6081 866-847-8540 888-380-6823
North Sound <i>Island, Skagit, San Juan,</i> <i>Snohomish, Whatcom</i>	360-416-7013	800-584-3578
Peninsula <i>East Clallam County</i> <i>West Clallam County</i> <i>Kitsap</i> <i>East Jefferson County</i> <i>West Jefferson County</i>	800-525-5637	360-452-4500 360-374-5011 800-843-4793 800-659-0321 360-374-5011
Pierce County	800-531-0508	800-576-7764
Southwest <i>Cowlitz</i>	800-347-6092	800-803-8833
Spokane County	800-273-5864	877-678-4428
Thurston and Mason	800-624-1234	800-627-2211
Timberlands <i>Lewis</i> <i>Pacific</i> <i>Wahkiakum</i>	800-392-6298	800-559-6696 800-884-2298 800-635-5989

This information is subject to change and is updated on the MHD website on a monthly basis.
<http://www1.dshs.wa.gov/mentalhealth/rsnmap.shtml>

•Other Resources: •

SAFE WA «Statewide Family Network»	866-300-1998
A Common Voice for Pierce County Parents (Pierce County) «Parent group»	253-537-2145
A Village Project (King County) «Parent group»	360-866-8512
BRIDGES to Parent Voice (Clallam, Jefferson, and Kitsap Counties) «Parent group»	888-377-8174
CLIP Parent Steering Committee «CLIP programs» Contact person: Paulena Perry	253-535-0717
Community Connectors (Statewide) «Parent network»	800-446-0259 extension 3
Family Voices «Parent group»	888-835-5669
Fetal Alcohol Syndrome Family Resources Institute	800-999-3429
Youth 'N Action «Youth organization»	866-898-6013
NAMI WA	800-782-9264
Office of Consumer Affairs, Washington State Mental Health Division	800-446-0259 extension 3
Training Resources in Partnership (TRIP) (Island, Skagit, Snohomish & Whatcom Counties) «Parent group»	800-396-9059
Support the Other Parent Supporters (STOP) (Clark County) Cross-System Resources «Parent group»	877-306-1990
Passages (Spokane County) «Parent group»	509-892-9241
Parent Trust for Washington Children	800-932-4673
South King County Resource Support Group «Parent group»	253-876-3454
Washington PAVE «Assistance with school issues»	800-572-7368
Washington Protection and Advocacy Agency	800-562-2702

•What are all these letters?? •

People who work in the mental health field often use letters that stand for words so they save time when they talk. These letters are called acronyms.

Common Acronyms Used in Mental Health

ACS - Access to Care Standards

ADD - Attention Deficit Disorder

ADHD - Attention Deficit Hyperactive Disorder

AA - Alcoholics Anonymous

AFDC - Aid to Families with Dependent Children

ARY - At Risk Youth

BBA - Balance Budget Act

CA - Children's Administration

CDMHP - County Designated Mental Health Professional

CHADD - Children with Attention Deficit Disorder

CHINS - Child In Need of Services

CLIP - Children's Long-term Inpatient Programs

CPS - Child Protective Service

CRC - Crisis Residential Center

CSTC - Child Study and Treatment Center

CWS - Child Welfare Services

DASA - Division of Alcohol and Substance Abuse

DDD - Division of Developmental Disabilities

DSHS - Department of Social and Health Services

DSM-IV - Diagnostic and Statistical Manual (4th edition)

DVR - Division of Vocational Rehabilitation

E & T - Evaluation and Treatment facility

EPSDT - Early Periodic Screening, Diagnosis & Treatment

ESD - Educational Service District

FAE/FAS - Fetal Alcohol Effects/Fetal Alcohol Syndrome

FRS - Family Reconciliation Services

HMO - Health Maintenance Organization
HIPAA - Health Insurance Portability and Accountability Act
I.D.E.A. - Individuals with Disabilities Education Act
IEP - Individualized Education Plan
IHP - Individual Habilitation Plan
IST - Interagency Staffing Team
ITA - Involuntary Treatment Act
ITC - Individualized and Tailored Care
JRA - Juvenile Rehabilitation Administration
LOS - Length of stay
LRA - Least restrictive alternative or less restrictive involuntary treatment alternative
MCO - Managed Care Organization
MDT - Multidisciplinary Team
MHD - Mental Health Division
MHP - Mental Health Professional
NAMI - National Alliance for the Mentally Ill
OCA - Office of Consumer Affairs
OCD - Obsessive Compulsive Disorder
OCR - Office of Civil Rights
ODD - Oppositional Defiant Disorder
OSPI - Office of Superintendent of Public Instruction
PAVE - Parents Are Vital in Education
PDD - Pervasive Developmental Disorder
PIHP - Prepaid Inpatient Health Plan
PTSD - Post Traumatic Stress Disorder
QA - Quality Assurance
QI - Quality Improvement
QCDC - Qualified Chemical Dependency Counselor
QRT - Quality Review Team
RCW - Revised Codes of Washington
RSN - Regional Support Network
RTF - Residential Treatment Facility
SAFE - WA Statewide Action for Family Empowerment of Washington
SBD - Serious Behavioral Disturbance

SED - Serious Emotional Disorder
SSDI - Social Security Disability Insurance
SSI - Supplemental Security Income
Tx - Treatment
WAC - Washington Administrative Code



For more copies, contact:
Youth 'N Action!
1-866-898-6013

<http://www.youthnaction.org>

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